

Selected Closed Employee Hotline Calls from 1/01/07 through 12/27/07

Call Received	Date Closed	Incident Description	Incident Type	Outcome
1/18/07	2/13/07	Complainant stated that City employees had been advised by a supervisor not to call the Employee Hotline	Employee Relations	An investigation was performed. The complaint was found to be unsubstantiated.
1/19/07	2/13/07	Citizen complaint regarding a ticket received for smoking on the beach. Caller claimed that ticket was issued based on fraudulent information and that he/she had gone to court but not the ticket was no in the court system.	Customer Relations	Complainant was contacted and advised that the concern had been determined not to be an ethical violation as set forth in the Hotline policies and procedures. Complainant was further advised that it had been determined that a new notice of a court appearance had been issued by the Traffic Court.
2/12/07	2/27/07	Complainant alleged that a manager was using the services of a company with whom the manager had previously been an employee.	Policy Issues	An investigation was conducted and it was determined that the target manager had, in fact, previously been employed by the company, but had never directed any City business to the Company. The investigation further noted that the City currently did no business with the company in question.
2/23/07	2/27/07	Anonymous citizen complaint against a neighbor, alleging the neighbor was running an illegal mechanics business from the home.	Customer Relations	The claim was determined to be outside the Hotline's purview. However, the complaint was referred to Neighborhood Code Compliance for review.

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2/27/07	2/28/07	Complainant questioned new policy regarding the staffing of desks at the Central Library	Employee Relations	The claim was determined to be outside the Hotline's purview. However, the complaint was referred to the Library Director for review.
3/5/07	3/8/07	Complainant reports strong smells of brake spray, gas and exhaust fumes coming from neighbor's mechanic shop operated out of the home.	Safety	The complaint was determined to be outside the Hotline's purview. However, the complaint was referred to Neighborhood Code Compliance for review.
4/12/07	4/18/07	Complaint made regarding poor customer service.	Employee Relations	The complaint was determined to be outside the Hotline's purview. However, the complaint was referred to Neighborhood Code Compliance.
4/6/07	4/19/07	Caller wants the Collections Supervisor position eliminated because it is a waste of taxpayer's money.	Employee Relations	The complaint was determined to be outside the Hotline's purview. However, the complaint was referred to the City Treasurer asking that there be verification that the position was legitimate and necessary.
4/9/07	5/9/07	Complainant alleges that there were inadequate recruitment efforts for the position of Deputy Director for the Central Library and that it was a fair and open process.	Policy Issues	The complaint was referred to Director of Personnel for review. The complaint was investigated and found to be unsubstantiated and unfounded.

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5/31/07	6/18/07	Complainant, President of La Mesa RV, challenged the award of an RFP to another company, San Diego Auto Connection	Policy Issues	The complaint was found to be without merit.
6/4/07	6/14/07	Citizen complaint alleging house in neighborhood be declared a nuisance	Customer Relations	The complaint was determined to be outside the Hotline's purview. However, the complaint was referred to Neighborhood Code Compliance.
4/12/07	7/13/07	Vendor at Spanish Village Art Center complaints of intimidation, harassment, improper governance and financial irregularities.	Policy Issues	The complaint was investigated and found to be unsubstantiated
7/5/07	7/13/07	Complainant questioned why being offered a limited rather than a permanent position as a result of downsizing.	Employee Relations	The complaint was determined to be outside the Hotline's purview. However, the complaint was referred to the Director of Personnel for review.
7/9/07	7/13/07	Employee interviewee complained of lack of etiquette of interview panel members.	Employee Relations	The complaint was determined to be outside the Hotline's purview. However, the complaint was referred to the Director of Personnel for review.

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7/23/07	7/25/07	Anonymous complaint concerning the management of Mission Bay RV Park	Customer Relations	The complaint was determined to be outside the Hotline's purview. However, the complaint was referred to the Assistant Deputy Chief, Land Use and Economic Development for review.
6/12/07	8/13/07	Citizen complaint after seeing it the local newspaper of ashes of a deceased individual being spread in the water off of a San Diego Life Guard boat, with employees	Policy Issues	Determination made that due to the significant impact of the death of the individual, a Life Guard public safety oversight of the memorial "paddle out" was appropriate. The parent of the deceased individual was permitted to ride on the Life Guard boat in honor of the deceased. However, she spread the ashes of the deceased off the boat without permission and before the act could be prevent.
8/2/07	8/13/07	Allegation that employees in the Facilities Maintenance Department were receiving the answers to the National Incident Management Systems training	Policy Issues	The complaint could not be substantiated. However, a communication was sent by the department to supervisors reiterating the policy of not providing answer sheets to those employees still being tested and that if answer sheets are found to confiscate them.

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8/13/07	8/29/07	Citizen complaint concerning a homeowner's use of property as a "mini-dorm"	Customer Relations	The complaint was determined to be outside the Hotline's purview. However, the complaint was referred to the Interim Development Services Director for review.
8/22/07	8/29/07	Citizen complaint concerning the City's handling of a delinquent Water/Sewer Service account.	Customer Relations	The complaint was determined to be outside the Hotline's purview. However, the complaint was referred to the City Treasurer for review.
7/23/07	9/6/07	Anonymous complaint alleging that a employee was stealing time during the work day	Employee Relations	Because insufficient information was provided by the caller, no further action was taken.
8/31/07	9/6/07	Caller complaint concerning the appointment of two board members to the Municipal Employees Association Board of Directors.	Employee Relations	The complaint was determined to be outside the Hotline's purview. No referral done.
9/12/07	10/31/07	Caller complaint that a grounds maintenance worker, after finding an abandoned bicycle, did not follow City regulations and kept the bicycle.	Theft of Goods/Services	The complaint was substantiated. The employee was given an oral warning.
9/21/07	10/2/07	Complaint alleging that the City Attorney had ordered the shredding of files and documents in possible violation of the California Public Records Act	Accounting/Audit Irregularities	The complaint was determined to be outside the Hotline's purview. However, the complaint was referred to City Council President Scott Peters.

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10/31/07	11/29/07	Caller complained that some City employees, not affected by the October 2007 wildfires, stayed home from work with pay.	Policy Issues	Because insufficient information was provided by the caller, no further action could be taken.
11/2/07	11/21/07	Caller complaint concerning a City employee, who was placed on a paid 30-day administrative leave pending the conclusion of an investigation. Caller believed such payment was an illegal use of City funds.	Policy Issues	An investigation was performed. The complaint was found to be unfounded.
11/2/07	11/21/07	Complaint alleging the use of City employees in clearing debris from private homeowners' property. Caller believed this work should have been done by private contractors.	Employee Relations	An investigation was performed. The complaint was found to be unfounded.
12/13/07	12/13/07	Complaint alleging that an employee in the City Attorney's office used City e-mail for personal purposes.	Theft of Goods/Services	The complaint was determined to be outside the Hotline's purview. However, the complaint was referred to City Attorney Mike Aguirre.
12/27/07	1/3/08	Complaint alleged that candidates for Senior Civil Engineer positions were unethically selected.	Employee Relations	Complainant notified OEI he/she had informally resolved his/her issue. No further action was taken by OEI.